



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

INFORMATIONAL LETTER NO. 833

August 17, 2009

TO: Iowa Medicaid Hospital, Physicians, Dentists, Podiatrists, Optometrists, Opticians, Pharmacy, Home Health Agency, Independent Lab, Ambulance, Medical Supply Dealers, Clinics, Rural Health Clinics, Chiropractors, Audiologists, Skilled Nursing Facilities, Rehab Agency, Intermediate Care Facilities, Community Mental Health Center, Mental Hospitals, Community Based ICF/MR, Psychologists, Hearing Aid Dealers, Orthopedic Shoe Dealers, Ambulatory Surgical Center, Certified Registered Nurse Anesthetists, Hospice, Clinical Social Workers, Federal Qualified Health Centers, Nursing Facility-Mental ILL and Advance Registered Nurse Practitioner Providers

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise

RE: Template Now Available for Medicare Crossover Claims

EFFECTIVE: Immediately

All providers enrolled with Iowa Medicaid have the **OPTION** to use the new Medicare Crossover Claim Forms when it is necessary to send a paper crossover to the IME. The forms may be used only after Medicare has paid and established a coinsurance and/or deductible. These forms are not for submission of a claim where Medicare has denied the charge(s). Continue to attach the denied EOMB from Medicare to the CMS-1500 and UB04 claim forms when submitting for denied/non-covered charges.

There are two different forms depending on which provider and claim types you used to submit to Medicare.

1. The **Professional** Medicare Crossover Invoice should be used to submit services to Iowa Medicaid that were originally billed to Medicare on a CMS 1500 claim form that did not electronically crossover from Medicare.
2. The **Institutional** Medicare Crossover Invoice should be used to submit services to Iowa Medicaid that were originally billed to Medicare on a UB04 claim form that did not electronically crossover from Medicare.

Please allow four weeks processing time from the date Medicare issues payment (and remarks that the claim has been forwarded to IME) before submitting a crossover claim on paper to the IME. However, if there is a need for a paper submission the templates for the new Medicare Crossover Invoice Forms are available at www.ime.state.ia.us/Providers in the box labeled "Crossover Forms and Instructions."

This area will have 4 total documents- 2 forms with separate instructions for each form. Following the step-by-step instructions carefully is crucial for the claims to process correctly. Submitting the Professional Medicare Crossover Invoice and the Institutional Crossover Invoice instead of your EOMB will allow for more accurate and efficient processing of your claim. For ease of use, the templates can be

saved to a provider's own computer system. The form must be filled out using the PDF template, printed on white paper with black ink and mailed to the IME for processing.

Any forms that are not completed correctly may be returned unprocessed to the provider.

Notes:

- Please DO NOT attach any EOMB, CMS-1500, UB, or other supporting documents with this form.
- No data can be saved on the template.
- All appropriate boxes must be completed correctly to ensure proper claim payment; factual information must be entered (no use of “dummy” information is allowed).
- Providers can choose to print a second copy of the form to keep with their service records.
- Enrolling your NPI number the same with Iowa Medicaid as you did with Medicare will help ensure that your claims crossover electronically and the need for a paper submission could be eliminated.

Providers are NOT required to use this form and may still use the EOMB process to submit paper crossovers to Iowa Medicaid. Refer to Informational Letters 518, 638, and 658 if submitting a paper EOMB.

The mailing address for the Crossover Claims remains the same as all other claims:

**Medicaid Claims
P.O. Box 150001
Des Moines, Iowa 50315**

The IME appreciates your continued partnership as we work to improve the claim processing service quality and accuracy. If you have any questions please contact IME Provider Services at 1-800-338-7909, locally in Des Moines at 515-725-1004 or email at imeproviderservices@dhs.state.ia.us.